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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2645

Examiner Allan Hoosain

In Re: Igor Neyman et al.  
Case: P3251  
Serial No.: 08/928,861  
Filed: 09/12/1997  
Subject: Call Center Apparatus and Functionality in Telephony

To: The Commissioner of Patents and Trademarks  
Washington, D.C. 20231

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SEP 15 2004

Technology Center 2600

Dear Sir,

**Information Disclosure Statement Under 37 C.F.R. 1.97**

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing three (3) references received from the supplementary European search report (copy enclosed), mailed 08/11/2004. Applicant desires that the references be entered in the above referenced case as relevance dictates.

Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS. There are no listed references which are not in the English language.

In accordance with rule 1.97(c)(1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Igor Neyman et al.

by Donald R. Boys

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